



Utilising AI with Ufonia's *Dora* to Automate Perioperative Cataract Surgery Appointments in BOB & Frimley ICBs

Background

Over **10,000 cataract surgeries** are performed across BHT, OUH, RBFT & FHFT annually. Routine cataract surgery appointments place a **significant burden on clinical staff time**. Meanwhile ophthalmology is the busiest outpatient specialty with some of the longest waiting lists.

Prior to implementing *Dora*, some trusts had **backlogs for follow-up appointments** meaning cataract patients were seen at 8 weeks (rather than the desired 3 weeks). Other trusts had a high proportion of face-to-face follow-ups, and **pre-op assessment availability was acting as a bottleneck**.

Introduction to *Dora*

Ufonia has developed *Dora*, an **AI-enabled clinical voice assistant**, that telephones patients and has routine clinical conversations with them.

Dora acts as a **like-for-like replacement for routine cataract appointments**, like pre-assessments and follow-ups. *Dora* can also confirm patient's attendance for surgery and collect patient reported outcome measures.

Dora has been deployed at **BHT, OUH, RBFT & FHFT** for the last 2 years and has automated **over 20K calls to date**.

Dora Key Benefits

Workforce Savings

Increase productivity with the same workforce, clinical staff redeployed to highest value activity

Patient Experience

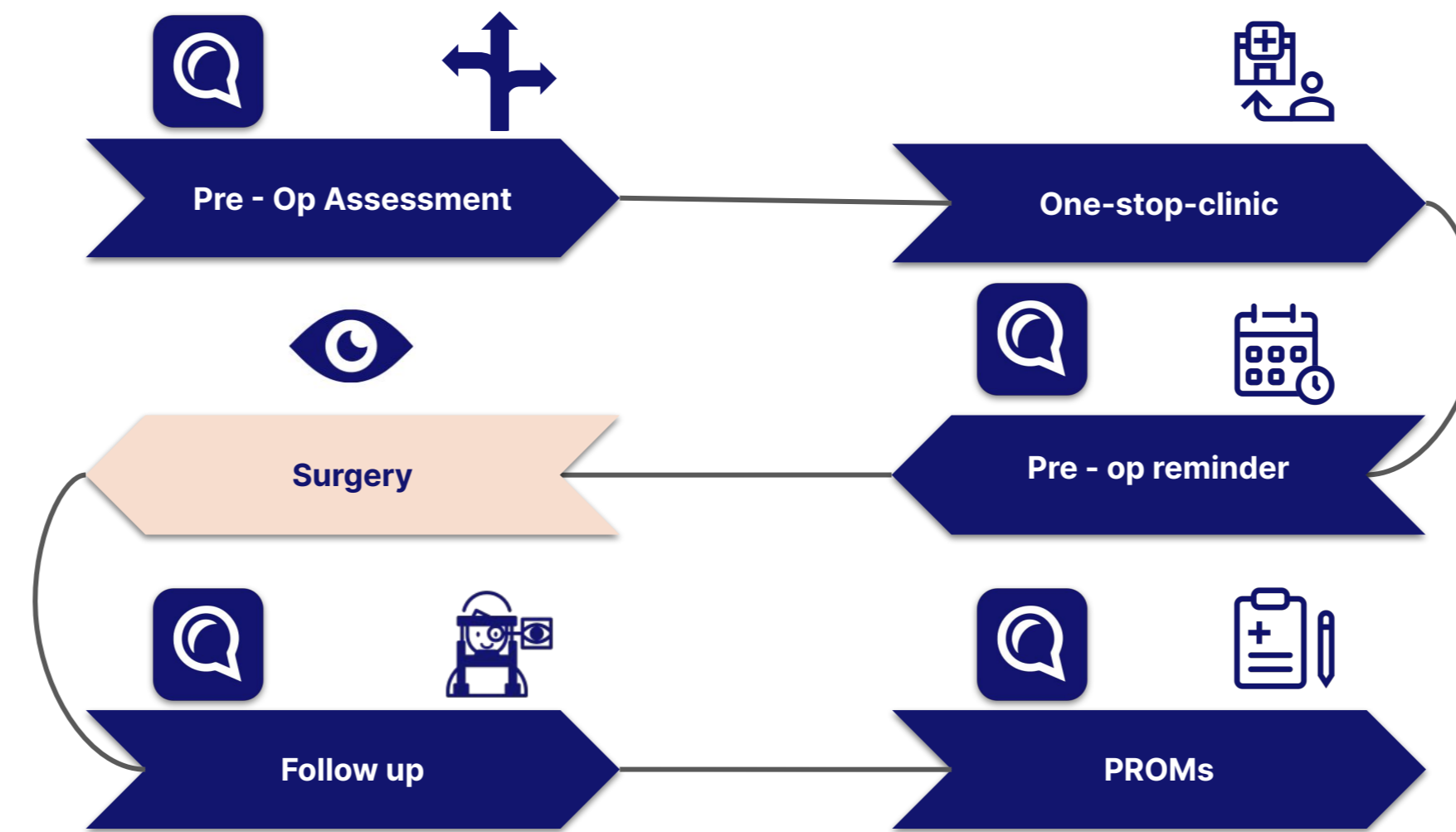
Accessible, **scalable** and responsive care delivery

Budget

Dora is **less than 10-20% the cost** of the tariff for an equivalent routine outpatient appointment

Cataract Pathway with *Dora*

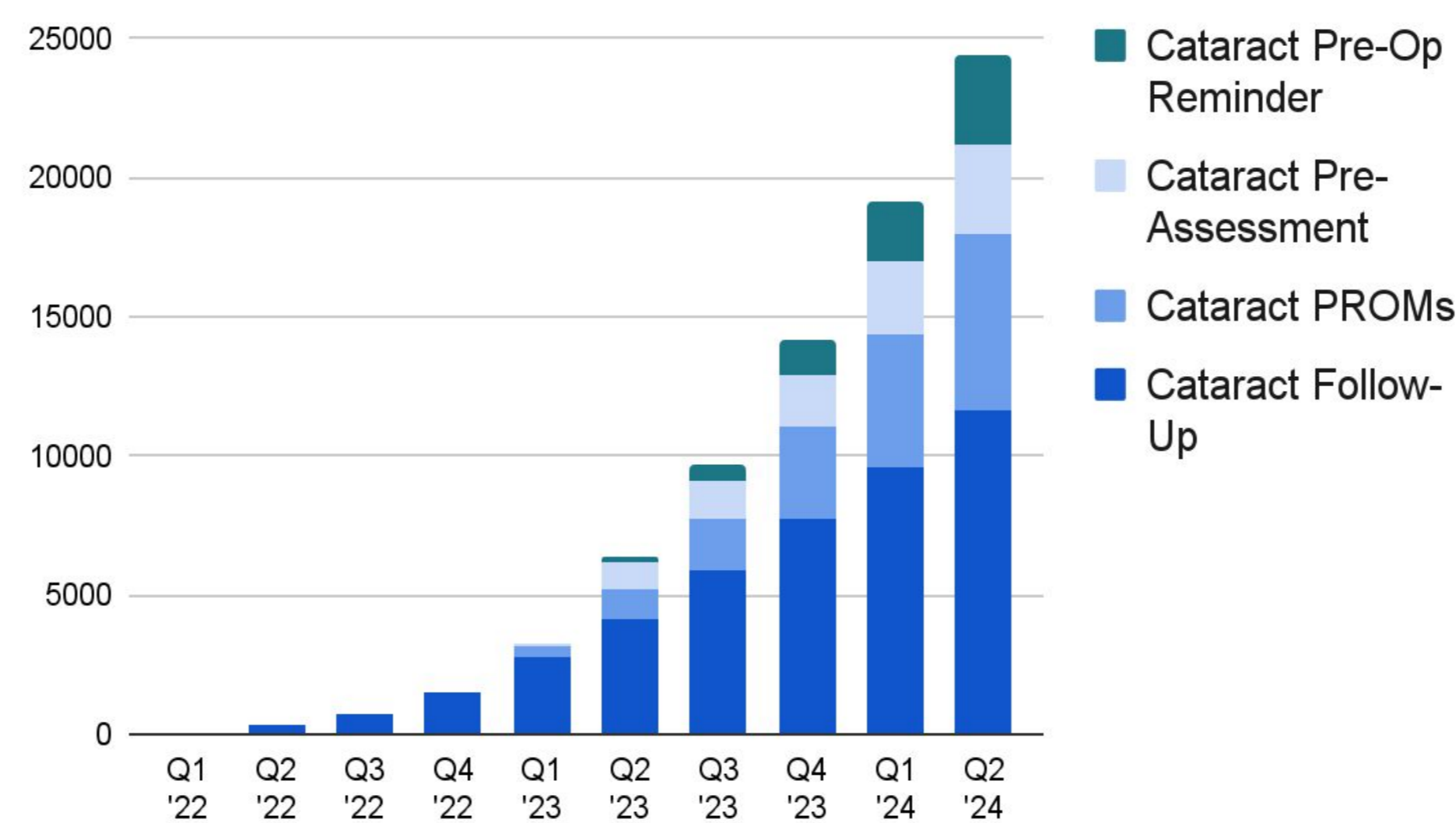
Prior to implementing *Dora*, **routine cataract appointments occupied 14K hours of staff-time** annually across BOB and Frimley.



Automated cataract appointments **now save staff approximately 40 minutes to 1 hour per patient**

Calls automated to date

Total cataract calls automated at BOB & Frimley



Impact to Date

Preliminary impact data
March 2022 - June 2024

Potential opportunity created with freed capacity*

7,347 Follow ups saved

~9K New outpatient appointments

1072 Total clinic sessions released

~17K Non-RTT Follow-ups

8/10 Patient satisfaction score

~17K Intraocular injections

71,846 kgCO₂e Carbon savings

3-5x ROI

*Assumptions: New outpatient appointments are 30min, Non-RTT follow-ups are 15min, Intraocular injections are 15min

Future Work

- Ufonia are now **deploying a SPoA (Single Point of Access)** for cataract surgery in BOB
 - Providing patients with a transparent and scalable choice of their surgery provider
- Ufonia is **planning to develop new ophthalmology conversations** in partnership with BOB



Contact Priya Sadhwani to book a demo of *Dora*